

HARRIS COUNTY EMERGENCY SOLUTIONS GRANTS PROGRAM WRITTEN STANDARDS

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INTRODUCTION

Harris County has developed the following standards for providing assistance with Emergency Solutions Grants (ESG) funds as required by 24 CFR 576.400 (e). These standards were created in coordination with the Houston/Harris County Continuum of Care which includes Harris County, the City of Houston, Fort Bend County and the City of Pasadena, and Texas Department of Housing and Community Affairs funding within the CoC geographic area. They are in accordance with the interim rule for the Emergency Solutions Grants Program released by the U.S. Department of Housing and Urban Development on December 4, 2011 and the final rule for the definition of homelessness also released by the U.S. Department of Housing and Urban Development on December 4, 2011.

Harris County expects that the standards will adjust as Harris County gains more experience with and collects more data from services provided with the Emergency Solutions Grants program. The Standards serve as the guiding principles for funding programs. The Business Rules outline the operations and process for carrying out each program component.

STANDARDS APPLICABLE TO ALL PROGRAM COMPONENTS

ELIGIBLE ESG PROGRAM COMPONENTS

There are four (4) ESG Program Components:

1. Rapid Re-Housing,
2. Emergency Shelter,
3. Homelessness Prevention and
4. Street Outreach.

Funds for ESG can be used to support any of the eligible components. The CoC gives priority to funding that supports securing housing options for homeless households and to support the expansion of rapid re-housing.

COORDINATING ASSESSMENT & SERVICES AMONG PROVIDERS

- Harris County expects that all providers participate in the coordinated assessment system. Coordinated assessment uses a common housing assessment and triage tool to ensure that all homeless individuals are referred to the appropriate housing intervention. Coordinated assessment will be used as each housing intervention

supported by ESG is fully integrated into the system referral process. Prior to full implementation of coordinate assessment, agencies can continue to accept direct referrals from individuals and other agencies.

Designate staff members for CoC Provider Input forum: Each agency will assign three representatives to the input forum, where at least one member has decision making capacity for the program. CoC Provider Input Forums will meet quarterly, or more often as required by current CoC policies, where providers give and receive information regarding CoC strategies and policies.

Participate in any standardized training as designated by ESG funders and offered through CoC . The CoC will provide a vetted and standardize training curriculum for all housing stability case managers that will be available for all agencies providing case management for housing based services. The curriculum and standards will be developed as a part of and in partnership with the Continuum of Care Technical Assistance from the Department of Housing and Urban Development. This will focus on the requirements of maintaining stable housing and ensure access to mainstream resources that will provide ongoing, continued and necessary support for households to gain and maintain stable housing.

COORDINATING WITH MAINSTREAM AND TARGETED HOMELESS PROVIDERS

Harris County expects that every agency that is funded through ESG will coordinate with and access mainstream and other targeted homeless resources. Harris County will evaluate performance of each provider based on the outcomes achieved toward housing models adopted through the CoC Steering committee. These outcome measures will be used to evaluate program success annually. Harris County will use this and other performance metrics to guide funding decisions for ESG funded programs. Required outcomes for each intervention around accessing mainstream resources will match the outcomes approved by the CoC Steering Committee annually.

STANDARDS SPECIFIC TO EMERGENCY SHELTER

ELIGIBILITY: HOMELESS STATUS

Homeless clients entering into the shelter system must meet the HUD criteria for homelessness as either literally homeless (Homeless Category 1), at imminent risk of homelessness (Homeless

Category 2), homeless under another federal statute (Homeless Category 3), or fleeing/attempting to flee domestic violence (Homeless Category 4).

For additional details related to the HUD definition of Homeless and applicability to each program component, [see Appendix A](#) and [Appendix C](#).

ELIGIBILITY: INTAKE AND ASSESSMENT

As already indicated above under Coordinating Assessment & Services, case managers will use the Continuum wide assessment tool to review client situation, understand eligibility, and begin the process of determining length of assistance. The tool will include an assessment form for diversion that providers are currently testing. Once testing has been finalized, the diversion assessment will be required for all providers, including DV providers.

Specific to Emergency Shelter,

- Any new client entering into shelter must also undergo a complete assessment to understand client needs and barriers and match the client to the most appropriate services provider.
- Clients will be prioritized within the emergency shelter system based on need, available resources and geographic area.

ELIGIBILITY: PRIORITIZATION & REFERRAL POLICIES

Emergency shelters will prioritize individuals/families that:

- Cannot be diverted; and
- Are literally homeless; and
- Can be safely accommodate in the shelter; and
- Not in need of emergency medical or psychiatric services or danger to self or others.

Also note the following:

- Emergency Shelters cannot discriminate per HUD regulations.
- There are no requirements related to ID, income or employment;
- Transgender placement based on gender self-identification.

STANDARDS SPECIFIC TO HOMELESSNESS PREVENTION AND RAPID RE-HOUSING

ELIGIBILITY: STATUS AS HOMELESS OR AT-RISK OF HOMELESSNESS

HOMELESSNESS PREVENTION

Individuals/families, who meet the HUD criteria for the following definitions, are eligible for Homelessness Prevention assistance:

- At Risk of Homelessness
- Homeless Category 2: Imminently at-risk of homelessness
- Homeless Category 3: Homeless under other federal statute and
- Homeless Category 4: Fleeing/attempting to flee DV (as long as the individuals/families fleeing or attempting to flee DV are **not** also literally homeless. If the individuals/families are also literally homeless they would actually qualify for rapid re-housing instead. See below.)

Additional eligibility requirements related to Homelessness Prevention include:

- **Proof of residence** within the Harris County service area. A map for reference is included on {Attach Map and Insert Page # or Appendix #}.
- **Total household income below 30 percent of Area Family Income (AFI)** for the area at initial assessment. Clients must provide documentation of household income, including documentation of unemployment and zero income affidavit for clients without income.

RAPID RE-HOUSING

Individuals/families, who meet the HUD criteria for the following definitions, are eligible for Rapid Re-Housing assistance:

- Homeless Category 1: Literally homeless
- Homeless Category 4: Fleeing/attempting to flee DV (as long as the individuals/families fleeing or attempting to flee DV are **also** literally homeless).

For additional details related to the HUD definition of Homeless and At Risk of Homelessness and applicability of these definitions to each program component, see Appendix A, B and C.

ELIGIBILITY: INTAKE AND ASSESSMENT

Once coordinated access is available for all housing interventions, all clients must have an initial eligibility assessment and triage for appropriate housing by a specially trained housing assessor.

All clients come through coordinated access and are assessed using housing triage tool in HMIS. Housing triage will identify, based on the standard assessment, individuals are best suited for rapid re-housing. The standard assessment accounts for length and frequency of homelessness, physical and mental health status, criminal history, veteran status, domestic violence experience, substance abuse conditions and employment history.

TARGETED POPULATIONS: CLIENT PRIORITIZATION

HOMELESSNESS PREVENTION

Note that all targeted individuals and families described below have to meet the minimum HUD requirements for eligibility to HP.

Harris County will use a shared assessment form that will target those clients with the most barriers to housing. Each barrier will have an allotment of points, and the higher score (and more barriers) the more likely the client will receive services. The assessment of barriers is based on an objective review of each client's current situation using the tool rather than the subjective opinion of a case manager assessing each client's needs. All clients must have a minimum score of 20 points to receive assistance. See [Appendix D](#) for a copy of the assessment form.

Additionally, Harris County prioritizes clients who are currently in their own housing, especially families with young children who have limited housing options but high needs for homelessness prevention funding.

RAPID RE-HOUSING

Coordinated access will prioritize individuals who are currently homeless but not in need of permanent supportive housing as eligible for rapid re-housing. This can include, but is not limited to individuals and households who,

- are first time homeless;
- have few recent episodes of homelessness; or
- are part of a family that is homeless.

It should be noted, rapid re-housing funds are directed to individuals with income or work history and skills that indicate employability.

FINANCIAL ASSISTANCE

DURATION AND AMOUNT OF ASSISTANCE

Harris County, as part of the Houston/Harris County CoC, has adopted the CoC approved Housing Models to measure community outcomes for all housing interventions. The CoC requires that all subrecipients for ESG Rapid Re-Housing funds use the CoC-wide assessment tools to determine the duration and amount of assistance. The tools do not dictate the amount of assistance that each household receives, but guides the case manager and client to determine the appropriate amount of assistance for each household.

- All clients are assessed to determine initial need and create a budget to outline planned need for assistance.
- Agencies cannot set organizational maximums or minimums but must rely on the CoC wide tools to determine household need.
- Through case management, client files are reviewed monthly to ensure that planned expenditures for the month validate financial assistance request.
- Harris County expects that households will receive the minimum amount of assistance necessary to stabilize in housing.

Clients cannot exceed 24 months of assistance in a 36 month period. The Rapid Re-Housing Business Rules outline the processes that require supervisory approval

PARTICIPANT SHARE

Participant share will be determined by use of common assessment and budgeting tools approved through the Continuum of Care. These tools will determine the monthly assistance amount and client contribution. Clients will participate in the development of their individual housing plan with a case manager based on client goals and shared goals for achieving housing stability. Case managers will use the housing plan to determine the client contribution based on monthly income. Clients are expected to contribute a portion of their income based on budgeting to ensure housing stability. Financial assistance is available for households with zero income. Details of when clients are terminated or redirected to a more appropriate intervention are outlined in the business rules.

HOUSING STABILIZATION AND RELOCATION RELATED ASSISTANCE AND SERVICES

REQUIRED SERVICES: CASE MANAGEMENT & CASE LOADS

The Continuum of Care requires that all clients are referred to a case manager through the coordinated assessment system. Coordinated assessment will triage homeless clients to rapid re-housing that are in need of short to medium term assistance based on individual experience and vulnerability. Coordinated Access Assessors will then directly refer to a rapid re-housing case manager based on client preference and program availability and vacancy. Case managers will perform an individual assessment to create a housing plan using the common assessment tools. This begins the process to rapidly re-house the homeless household as quickly and efficiently as possible.

Homelessness prevention clients must have an initial home visit when first approved for assistance and subsequent house visits with each recertification every three months. It is expected that case managers will conduct office visits with homelessness prevention clients between home visits, at least once per month. Case managers and program managers are encouraged to provide more than the minimum required services through case management.

Rapid re-housing case managers should maintain an average case load of 35 clients. This will allow case managers to provide quality case management and ensure that services are targeted to individuals most likely to be successful with rapid re-housing assistance. As the rapid re-housing program for the continuum expands, this number may increase.

Case management includes home and office visits determined by client need and supported by the housing plan.

As required by the Continuum of Care Housing Models, case managers are expected to follow up with clients that have successfully exited rapid re-housing case management at a minimum of 30 days after exiting the program. Clients who remain in housing for 90 days after exiting rapid re-housing, identified through HMIS, are categorized as stably housed.

Case management staff must have an updated copy of the Rental Assistance Agreement and ensure that the fiscal agent is informed of any changes to the participant rent share as indicated in the Housing Stabilization Plan.

REQUIRED SERVICES: HOUSING LOCATION SERVICES

Any subrecipient of ESG assistance must also have a dedicated housing navigation and location specialist for households receiving rapid re-housing, rather than the expectation that clients must navigate the system on their own. This specialized position will be dedicated to finding

appropriate housing and developing relationships with affordable housing providers. This process facilitated by this position ensures ESG clients have greater housing choice. Housing navigators for rapid re-housing may have expertise based on location and type of housing.

REQUIRED SERVICES: INSPECTION AND LANDLORD AGREEMENT

Any unit that receives financial assistance through rapid re-housing must pass a Housing Quality Standards Inspection as outlined in the ESG regulations. The inspections will be conducted by a qualified agency with expertise in inspection. The process for scheduling and conducting an inspection is outlined in the rapid re-housing business rules.

Any unit that receives rental assistance payments through rapid re-housing must have an agreement in place between the financial assistance fiscal intermediary and the property. The rental assistance agreement details the terms under which rental assistance will be provided. A copy of the rental assistance template is included in the rapid re-housing business rules and outlines the requirements for rental payment as well as any notice to vacate or eviction by the owner.

INELIGIBLE SERVICES: CREDIT REPAIR AND LEGAL SERVICES

Harris County will not allow ESG funds to be used for credit repair and legal services to be eligible activities. Harris County has found limited access to this resource by clients and providers and will instead encourage the use mainstream service providers and establish them as part of the system of providers with formal relationship.

OPTIONAL SERVICES: SECURITY/UTILITY DEPOSITS

Rental and utility deposits can be included in housing stabilization services as dictated by the housing stabilization plan. Rental and utility deposits can be included in lieu of or in combination with rental assistance for a unit. Requirements for inspections and rental assistance agreements for units with only security deposits are outlined in the rapid re-housing business rules.

- Security deposits can cover up to two months of rent.
- Deposits may remain with the client once a client is positively exited from rapid re-housing assistance and at the conclusion of the Rental Assistance Agreement.

OPTIONAL SERVICES: RENTAL APPLICATION FEES

Harris County expects that rapid re-housing navigation and location specialists will work closely with housing providers and establish trusting relationships among landlords in a way that will encourage property owners and managers to waive application fees for rental properties. To that end, application fees can only be provided for one application at a time; but note that this only limits the number of applications that require application fees. Case managers and housing specialists can and should work with clients and landlords to process as many free applications as possible.

ELIGIBILITY: PERIODIC RE-CERTIFICATION

All case managers are required to re-certify clients based on the following schedule. At that time, a case manager may decide to extend, decrease or discontinue providing assistance.

Program Component	Schedule	Re-certification Criteria
Homelessness Prevention	Every 3 months	For both HP and RRH, to continue to receive assistance, clients must <ul style="list-style-type: none">• be at or below 30% AFI AND• lack sufficient resources and support networks necessary to retain housing without ESG assistance. Families are required to provide information on income, assets greater than \$5,000, deductions, and family composition during the annual recertification process.
Rapid Re-Housing	Annually	

APPENDIX A: HUD DEFINITION FOR HOMELESS

HUD CRITERIA FOR DEFINING HOMELESS	Category 1	Literally Homeless	<p>Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> • Has a primary nighttime residence that is a public or private place not meant for human habitation; • Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); <u>or</u> • Is exiting an institution where (s)he has resided for 90 days or less <u>and</u> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
	Category 2	Imminent Risk of Homelessness	<p>Individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> • Residence will be lost within 14 days of the date of application for homeless assistance; • No subsequent residence has been identified; <u>and</u> • The individual or family lacks the resources or support networks needed to obtain other permanent housing
	Category 3	Homeless under other Federal statutes	<p>Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none"> • Are defined as homeless under the other listed federal statutes; • Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; • Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; <u>and</u> • Can be expected to continue in such status for an extended period of time due to special needs or barriers
	Category 4	Fleeing/ Attempting to Flee DV	<p>Any individual or family who:</p> <ul style="list-style-type: none"> • Is fleeing, or is attempting to flee, domestic violence; • Has no other residence; <u>and</u> • Lacks the resources or support networks to obtain other permanent housing

APPENDIX B: HUD DEFINITION FOR AT RISK OF HOMELESSNESS

HUD CRITERIA FOR DEFINING AT RISK OF HOMELESSNESS	Category 1	Individuals and Families	<p>An individual or family who:</p> <ul style="list-style-type: none"> (i) Has an annual income below <u>30%</u> of median family income for the area; <u>AND</u> (ii) Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the “homeless” definition; <u>AND</u> (iii) Meets one of the following conditions: <ul style="list-style-type: none"> A. Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application for assistance; <u>OR</u> B. Is living in the home of another because of economic hardship; <u>OR</u> C. Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; <u>OR</u> D. Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individuals; <u>OR</u> E. Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; <u>OR</u> F. Is exiting a publicly funded institution or system of care; <u>OR</u> G. Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient’s approved Con Plan
	Category 2	Unaccompanied Children and Youth	A child or youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under another Federal statute
	Category 3	Families with Children and Youth	An unaccompanied youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) or that child or youth if living with him or her.

APPENDIX C: CROSS WALK OF HUD HOMELESS AND AT RISK DEFINITIONS AND ELIGIBILITY TO ESG PROGRAM COMPONENTS

Eligibility by Component	Emergency Shelter	<p>Individuals and families defined as Homeless under the following categories are eligible for assistance in ES projects:</p> <ul style="list-style-type: none"> • Category 1: Literally Homeless • Category 2: Imminent Risk of Homeless • Category 3: Homeless Under Other Federal Statutes • Category 4: Fleeing/Attempting to Flee DV
	Rapid Re-Housing	<p>Individuals and families defined as Homeless under the following categories are eligible for assistance in RRH projects:</p> <ul style="list-style-type: none"> • Category 1: Literally Homeless • Category 4: Fleeing/Attempting to Flee DV (if the individual or family is also literally homeless)
	Homelessness Prevention	<p>Individuals and families defined as Homeless under the following categories are eligible for assistance in HP projects:</p> <ul style="list-style-type: none"> • Category 2: Imminent Risk of Homeless • Category 3: Homeless Under Other Federal Statutes • Category 4: Fleeing/Attempting to Flee DV (if the individual or family is NOT also literally homeless) <p>Individuals and families who are defined as At Risk of Homelessness</p> <p>Additionally, HP projects must only serve individuals and families that have an annual income BELOW 30% AMI</p>

APPENDIX D: ELIGIBILITY CRITERIA AND PRIORITIZATION TOOL FOR HOMELESSNESS PREVENTION SYSTEM

Eligibility Requirements

All potential clients will be screened for the following:

Income – Only households with income below 30% of the Area Median Income are eligible for Homelessness Prevention services (see Attachment A for income limits)

PLUS

Trigger Crisis – An event has occurred which is expected to result in housing loss within 30 days due to one of the listed reasons (see Attachment B for qualifying trigger crises)

PLUS

No resources or support network to prevent homelessness –No other options are possible for resolving this crisis. “But for this assistance” this household would become literally homeless—staying in a shelter, a car, or another place not meant for human habitation

OR

Unaccompanied children and youth who qualify as homeless under another Federal statute – See Runaway and Homeless Youth Act definition or Documentation for school district certification of homelessness (see Attachment C for other definitions of homelessness)

OR

Families with children or youth who qualify as homeless under another Federal statute –See Runaway and Homeless Youth Act definition or Documentation for school district certification of homelessness (see Attachment C for other definitions of homelessness)

PLUS

Score of at least 20 points—or 15 – 19 points with override sign-off (see Attachment D for score sheet)

Attachment A

30% Area Median Income

HUD provides current information for income limits on the HUD USER website at <http://www.huduser.org/portal/datasets/il.html>. Note: The information that HUD provides on HUD USER website reflects data based on changes to the definition of “extremely low-income (ELI).” ESG recipients should continue to use data for Area Median Income (AMI) and not the new ELI data. For more information on this change, and to access the 30 % AMI tables, please refer to <https://www.hudexchange.info/news/impact-of-recent-changes-in-income-limits-and-utility-allowances>.

Attachment B

Trigger Crisis

Will lose housing within 30 days due to one of the following:

- ___ Moved twice or more in the past 60 days
- ___ Living in the home of another person because of economic hardship
- ___ Notified that right to occupy their current housing or living situation will be terminated within 21 days after date of application
- ___ Living in hotel or motel and cost is not paid for by charitable organization or government program for low-income people
- ___ Living in SRO or efficiency where more than 2 people live; or in a larger housing unit with more than 2 people per room
- ___ Exiting a publicly funded institution or system of care
- ___ Exiting a publicly or privately funded inpatient substance abuse treatment program or transitional housing program
- ___ Living in rental housing that is being condemned by a government agency and tenants are being forced to move out

Attachment C

Other Definitions of Homelessness

- **Runaway and Homeless Youth Act (42 U.S.C 5701 et seq.)**

Runaway and Homeless Youth funding is administered by the Family and Youth Services Bureau within the Administration for Children & Families (ACF) of the U.S. Department of Health and Human Services (HHS). Information about Runaway and Homeless Youth program grantees is available online at <http://www2.ncfy.com/locate/index.htm>.

- **Head Start Act (42 U.S.C. 9831 et seq.)**

Head Start funding is administered by the Office of Head Start (OHS) within ACF/HHS. A listing of Head Start programs, centers, and grantees is available online at <http://eclkc.ohs.acf.hhs.gov/hslc/HeadStartOffices>

- **Violence Against Women Act of 1994; subtitle N (42 U.S.C. 14043e et seq.)**

Violence Against Women Act established the Office on Violence Against Women (OVW) within the U.S. Department of Justice (DOJ). OVW administers financial and technical assistance to communities across the country that are developing programs, policies, and practices aimed at ending domestic violence, dating violence, sexual assault, and stalking. Currently, OVW administers one formula grant program and eleven discretionary grant programs, all of which were established under VAWA and subsequent legislation. More information about OVW is available online at <http://www.ovw.usdoj.gov/>.

- **Public Health Service Act; section 330 (42 U.S.C. 254b)**

The Public Health Service Act authorized the Health Center Program, which is administered by the Bureau of Primary Health Care within the Health Resources and Services Administration (HRSA) of HHS. Information about local Health Centers can be found online at <http://bphc.hrsa.gov/index.html>

- **Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.)**

Food and Nutrition Act of 2008 relates to the Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps. SNAP is administered by the U.S. Department of Agriculture (USDA). More information about SNAP can be found online at <http://www.fns.usda.gov/snap/>

- **Child Nutrition Act of 1966; section 17 (42 U.S.C. 1786)**

Child Nutrition Act of 1966 authorized numerous programs related to school lunches and breakfasts and funds for meals for needy students. For more information about these programs, contact the local School Department.

- **McKinney-Vento Act; subtitle B of title VII (42 U.S.C. 11431 et seq.)**

McKinney-Vento Act authorized the McKinney-Vento Education for Homeless Children and Youths Program, which is administered via the Office of Elementary and Secondary Education within the U.S. Department of Education. More information about this program is available online at <http://www2.ed.gov/programs/homeless/index.html>. Also, contact the local School Department.

Attachment D

Prioritization Scoring

Income Scoring

___	Rent burden at 66 – 80% of income....	5 points
___	Income at or below 15% AMI....	20 points OR
___	Income 16 – 29% AMI....	10 points

15% Area Median Income

To determine income limits for 15% Area Median Income, refer to data for 30% Area Median Income and adjust proportionately. See Attachment A for more information on 30% Area Median Income. Please contact Harris County CSD Development staff if further assistance is needed.

Tenant Barriers/Risk Factors Scoring

Tally	Screening Barrier	Points for Barrier
_____	Eviction history	1 point
_____	No credit references: has no credit history	1 point
_____	Lack of rental history: has not rented in the past	1 point
_____	Unpaid rent or broken lease in the past (separate from current unpaid rent)	1 point
_____	Poor credit history: late or unpaid bills, excessive debt, etc	1 point
_____	Past Misdemeanors	1 point
_____	Past Felony other than critical Felonies listed below	1 point
_____	Exiting criminal justice system where incarcerated for less than 90 days	1 point
_____	Critical Felony (drugs, sex crime, arson, crimes against other people)	5 points
_____	Pregnant or has at least one child 0 – 6	5 points
_____	Head of household under 30 years old	5 points
_____	Family experienced literal homelessness in the past 3 years	5 points
_____	Only 1 adult in household	5 points
_____	TOTAL (Tally of Income & Tenant Barriers Scoring)	

Override

If a household has 15 to 19 points but the agency believes there is a compelling reason to provide homelessness prevention services, the program can document reasons for overriding the score. The override must be signed off by an agency representative at a higher level of authority than direct service staff.